

CLAIM AMENDMENTS

1. (canceled)

A3
2. (new) A method for monitoring telephonic interactions of an agent with customers,
the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,
and, if so:
 - (c) recording at least a second portion of said telephone call.

3. (new) A method for monitoring telephonic interactions of an agent with customers,
the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,
and, if so:
 - (c) recording at least a second portion of said telephone call; and
 - (d) wherein said determining step comprises determining a speech rate of words
spoken during said telephone call and wherein said monitoring condition is whether said
speech rate exceeds a predetermined level.

4. (new) A method for monitoring telephonic interactions of an agent with customers, the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,

A3
and, if so:

- (c) recording at least a second portion of said telephone call; and
- (d) wherein said determining step comprises determining a state of emotion

present during said telephone call and wherein said monitoring condition is whether said state of emotion exceeds a predefined emotion threshold.
